



TO: Outreach Partners and Interested Parties

FROM: *Prescription Advantage*

Date: January 12, 2006

## ***BULLETIN***

This bulletin is one in a series of routine updates regarding Prescription Advantage. These notices are designed to inform a broad network of outreach partners and other interested parties about Plan updates affecting both current and future Plan members.

### ***Medicare Part D Consumer Fact Sheets***

Attached please find consumer fact sheets entitled *Helpful Hints When Using Your Medicare Prescription Drug Plan at the Pharmacy*. You will find versions of these fact sheets to help Medicare beneficiaries who are:

- Prescription Advantage Members;
- MassHealth Members; and,
- Medicare only members, including:
  - Those receiving coverage from a former employer that is “as good as” Medicare (creditable); and,
  - Those who have not yet enrolled in a Medicare Part D plan.

These fact sheets have been distributed to our elder network that educates and informs elders about Medicare’s new prescription drug benefit, Medicare Part D.

**Helpful Hints When Using Your  
Medicare Prescription Drug Plan at the Pharmacy**  
(If you need assistance understanding this notice ask a family member or friend)

**If You Have Medicare and Coverage Through an Employer or Retiree Plan  
(which has been determined to be “as good as” Medicare Part D or “creditable”):**

**You Should Bring:**

- Your Plan’s Card

**And, You should know that:**

If you experience problems with your creditable coverage at the pharmacy, you should contact the insurer that is providing the coverage.

**If you have Medicare only:**

**You should bring:**

- Your Medicare Part D plan card or Welcome Letter from your plan (if you have not received either, you can call your plan and ask for your BIN# and Member ID #)
- Your Medicare Card
- Your Photo ID

**And you should know that:**

- You should make sure to show the pharmacist your Medicare Part D plan card.
- If you have not received your Medicare Part D plan card, show your Welcome Letter from the plan in which you are enrolled.
- If you do not have a Medicare Part D plan card or a Welcome Letter, show your Medicare Card and tell the pharmacist the plan in which you are enrolled. The pharmacist can use the plan’s dedicated pharmacist hotline to get your BIN# and Member ID#.
- If you do not have your Prescription Drug Plan card or Welcome Letter from the plan in which you are enrolled, show the pharmacist your Medicare card and have the pharmacist use your plan’s dedicated pharmacist hotline (or contact the plan yourself) and ask them for the BIN# and your Member ID #.

**If you have Medicare but you have not yet enrolled in a Medicare Prescription Drug Plan:**

**You Should:**

- Be prepared to pay for the full cost of your prescriptions until you have enrolled in a Medicare Prescription Drug Plan. Please read the next section carefully to learn how to get help with your prescription drug costs.



**And, you should know that:**

Starting January 1, 2006, Medicare began offering prescription drug coverage through private insurance plans. Enrollment for Medicare Prescription Drug plans will continue through May 15, 2006. You could be subject to a higher premium if you enroll after May 15, 2006. To enroll in a plan, use the following steps:

- Ask your current prescription drug insurance provider if you have “creditable coverage.” Many Medicare beneficiaries may not have to do anything if their coverage has been determined to be “creditable coverage” or “as good as” Medicare Part D.
- Make a list of your medications and either
  - Call 1-800-MEDICARE to help with plan selection; or
  - You or a loved one can log on to [www.medicare.gov](http://www.medicare.gov) to use the plan comparison tool; or
  - Call your Serving the Health Information Needs of Elders: SHINE Program to speak with a local health insurance.
- Once you have selected a plan, enrollment can be conducted over the phone with the company or by calling 1-800-MEDICARE. You will receive a Welcome Letter from your plan, which can be used until you receive your Medicare Prescription Drug Plan card (which may take several weeks to arrive by mail).

**NOTE: If you enrolled in a Medicare Prescription Drug plan in mid- to late–December, or changed the plan to which you were assigned, you may not be enrolled in that plan yet. All Medicare Prescription Drug plans are working to get everyone enrolled. Call your Plan’s customer service line to help facilitate your enrollment; and, have your enrollment confirmation number available.**

**If you need assistance with plan selection and enrollment call the Serving the Health Information Needs of Elders: SHINE Program at 1-800-AGE-INFO (1-800-243-4636).**

**Helpful Hints When Using Your  
Medicare Prescription Drug Plan at the Pharmacy**  
(If you need assistance understanding this notice ask a family member or friend)

**If you have MassHealth and Medicare**

**You should bring:**

- .. **Your Medicare Part D plan card or Welcome Letter from your Part D plan**
- .. **Your MassHealth Card**
- .. **Your Medicare Card**
- .. **Your Photo ID**

**You should know that:**

- You should make sure to show the pharmacist your Medicare Part D plan card and your MassHealth card.
- If you have not received your Medicare Part D plan card, show your Welcome Letter from your Medicare Part D plan and your MassHealth card.
- If you do not have a Part D plan card or a Welcome Letter show your MassHealth Card, Medicare card, and photo ID. The pharmacist will be able to tell you the plan in which you are enrolled.
- If the pharmacist cannot identify the appropriate plan to bill, or you have not yet been enrolled in a Part D plan, the pharmacist should bill the Anthem Prescription LLC (Wellpoint) system. Bin # 610575 PCN-CMSdual01 for billing.
- As a temporary solution, effective January 6<sup>th</sup>, the pharmacist can bill MassHealth if unable to bill a Medicare Part D plan or the Anthem Prescription LLC system.

**NOTE: If you enrolled in a Medicare Prescription Drug plan in mid- to late–December, or changed the plan to which you were assigned, you may not be enrolled in that plan yet. All Medicare Prescription Drug plans are working to get everyone enrolled. Call your Plan’s customer service line to help facilitate your enrollment; and, have your enrollment confirmation number available.**

**If you need assistance with plan selection and enrollment call the SHINE Program at 1-800-AGE-INFO (1-800-243-4636).**

**Helpful Hints When Using Your  
Medicare Prescription Drug Plan at the Pharmacy**  
(If you need assistance understanding this notice ask a family member or friend)

**If you have Prescription Advantage and Medicare**

**You should bring:**

- .. **Your Medicare Part D plan card or Welcome Letter from your plan**
- .. **Your New Prescription Advantage card**
- .. **Your Medicare card**
- .. **Your Photo ID**

**You should know that:**

- If you do not know the Medicare Part D plan in which you are enrolled, call Prescription Advantage at 1-800-AGE INFO (1-800-243-4636) to get information on your assigned plan.
  - Prescription Advantage will give you your plan name and phone number.
  - You should call your assigned plan and ask for BIN# and member #.
  - You should give this information to your pharmacist.
- If this does not work:
  - Have the pharmacist call the Prescription Advantage dedicated line for pharmacists. The pharmacist should have this phone number available; if not, they can call 1-800-AGE-INFO.
  - The pharmacist can bill Prescription Advantage as your primary payer for this transaction. This is only a temporary measure to make sure you leave the pharmacy with the medications that you need.
  - You should continue to work with your Medicare Part D Plan to understand your coverage and how Prescription Advantage will wrap around that those benefits.
- If your medication is not covered by your plan, it is important to note that every Medicare Part D plan has a transitional process for drugs not covered by the plan. The pharmacist should be aware of the transitional process and should call your plan for more information.

**NOTE: If you enrolled in a Medicare Prescription Drug plan in mid- to late–December, or changed the plan to which you were assigned, you may not be enrolled in that plan yet. All Medicare Prescription Drug plans are working to get everyone enrolled. Call your Plan’s customer service line to help facilitate your enrollment; and, have your enrollment confirmation number available.**

**If you need assistance with plan selection and enrollment call the SHINE Program at 1-800-AGE-INFO (1-800-243-4636).**

